

Completing the Customer Satisfaction Survey (CSS)

The Customer's Guide to DPS

DEFENSE PERSONAL PROPERTY PROGRAM

Completing the CSS

The Customer Satisfaction Survey (CSS), is not only your way to rate the service you received during your personal property move, but it will also determine the future DOD business the Transportation Service Provider responsible for the packing, pick-up, transportation, and delivery of your household goods receives.



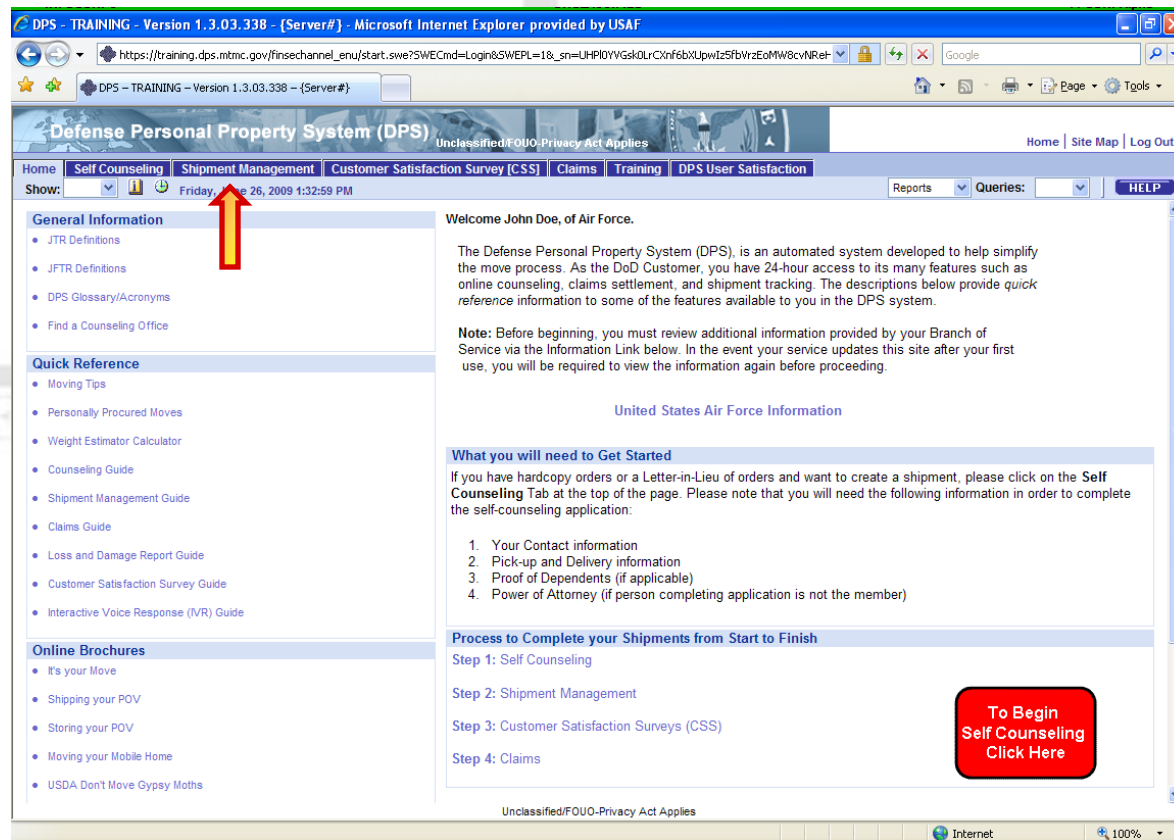
The CSS will provide you the opportunity to rate the origin transportation office, destination transportation office, Transportation Service Provider, and even the quality of life provided by using DPS.

Your responses and comments make up 50% of the Transportation Service Provider's score towards future government business. If you enjoyed your move experience, DPS and we want to reward the Transportation Service Provider with more moves and customers.

If your moving experience was less than pleasant, we want to prevent this from happening to again by using your feedback to properly rate the Transportation Service Provider, and if needed, suspend or disqualify them.

Completing the CSS

To complete the Customer Satisfaction Survey (CSS), log into DPS, then click the Shipment Management tab at the top of the page.



Completing the CSS

Return to your Shipment Status List. You will need to come to this screen first, to determine if your shipment is in a 'Delivered Complete' status in the Current Status column.

If your shipment has any other status, you will not be able to complete the CSS.

Defense Personal Property System (DPS)

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Surveys **Customer Satisfaction Survey [CSS]** Claims Consignment Guide Training DPS

Show: Shipment Mgmt Tuesday, September 06, 2011 4:13:41 PM Reports Queries: HELP

Customer Shipments Main Page

Shipments List

Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Reweigh	Temporary Storage (SIT)
In Storage-In-Transit (SIT) at Destination			request delivery	request reweigh	Request Extension request temporary storage extension
Delivered Complete	View Shipment Info				Acknowledge SIT Conversion Temporary Storage Days Remaining: 84 SIT Type: D SIT Control Number: 112440006 SIT Facility Contractor: A & A MOVING STORAGE, INC.

Instructions:

- > Click: **[+] Main**
- > Then click: **[+] Manage Shipments**
- > Finally click: **Shipment(s) and Status**

Unclassified//FOUO-Privacy Act Applies

If your shipment is 'Delivered Complete', and you're ready to complete the CSS, click the Customer Satisfaction Survey (CSS) tab at the top of the page.

Completing the CSS

If you have more than one shipment, you will need to select the correct shipment. The selected shipment will be highlighted in blue with a blue arrow on the left side of the row (see below example). After selecting the correct shipment click the Survey button.

The screenshot shows the Defense Personal Property System (DPS) interface in a Microsoft Internet Explorer browser. The browser title is "DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF". The address bar shows the URL: "https://training.dps.mtmcc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=18_sn=-SlgmzybF-1Uj5N142G77JhgOmRcb57XbumCJbs_". The page header includes "Defense Personal Property System (DPS)" and "Unclassified//FOUO-Privacy Act Applies". The navigation bar has links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Training, and DPS User Satisfaction. The main content area shows a "Show: DPS Surveys" dropdown and a date/time stamp: "Friday, July 10, 2009 12:45:37 PM". Below this, there is a "Shipment #" field and a "My Shipments" section. In the "My Shipments" section, a "SURVEY" button is highlighted with a red circle. Below the button is a table with the following columns: GBL, Pickup Date, Delivery Date, Pickup Address, Destination Address, Complete Shipment Status, Status, Type of Shipment, Survey Status, and Survey Id. The table contains one row of data:

GBL	Pickup Date	Delivery Date	Pickup Address	Destination Address	Complete Shipment Status	Status	Type of Shipment	Survey Status	Survey Id
> AGFM0000184	06/25/2009	07/10/2009	CHELMSFORD, MA 01824 UNITED STATES	O FALLON, IL 62269 UNITED STATES	Delivered	Delivered	dHHG	Not Started	

At the bottom of the page, there is a footer that says "Unclassified//FOUO-Privacy Act Applies" and a status bar showing "Internet" and "100%".

Completing the CSS

The shipment confirmation screen is to verify you have the correct shipment. If not click the Customer Satisfaction Survey tab at the top of the page and reselect your shipment.

Otherwise, from the drop down box on the lower left side (1), select “My Completed Shipment” then click the “OK” button on the lower right (2).

DPS - TRAINING - Version 1.3.03.338 - {Server#} - Microsoft Internet Explorer provided by USAF

https://training.dps.mtm.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=-Sigmzybf-1Uj5NI42fG77JhgOmRcb57xbumCjbs_i

DPS - TRAINING - Version 1.3.03.338 - {Server#}

Defense Personal Property System (DPS)

Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Training | DPS User Satisfaction

Show: DPS Shipment Confirmation View Friday, July 10, 2009 12:46:11 PM Reports Queries: HELP

Personal Property Shipment Survey

Confirm Shipment Information

Last Name: Doe

Email Address: john.doe@hanscom.af.mil

Carrier Name: AALCOTRANS, Inc.

*GBL: AGFM0000184

Origin Pickup Point: CHELMSFORD MA UNITED STATES

Destination Delivery Point: O FALLON IL UNITED STATES

Pickup Date: 6/25/2009 12:00:00 AM

Delivery Date: 7/10/2009 12:00:00 AM

Type of Shipment: dHHG

Please choose the selection that most accurately describes this shipment information:

This is

My Completed Shipment

My Uncompleted Shipment

Not My Shipment

OK

Unclassified//FOUO-Privacy Act Applies

Internet

100%

Completing the CSS

The Survey consist of 12 questions which you will answer from a drop down list provided. Each selection has a point value for the service provided, or how you felt the overall move experience went.

The questions are broken into sections for each portion of your move (origin PPSO, Transportation Service Provider, destination PPSO, and Quality of life).

Select the answer from the drop down that best describes **your** move experience.

Upon completion, click the **Calculate Scores** button on the lower right of the page.

DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/finechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=SlgnzytF-1Uj5N42G773hgOmRcb577bumCtbs...

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Survey | Friday, July 10, 2009 12:47:32 PM | Reports | Queries: *All TSPs | HELP

Customer Satisfaction Survey

Survey Id: 1-GXNMM | Date: 7/10/2009 12:46:25 PM | GBL #: AGFM0000184

Transportation Service Provider: AALCOTRANS, Inc. | SCAC: AAEK | Customer Name: John Doe

Section I : The Origin Personal Property Office (i.e., PPSO or PPSO)

DPS - TRAINING - Version 1.3.03.338 - (Server#) - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmcc.gov/finechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=SlgnzytF-1Uj5N42G773hgOmRcb577bumCtbs...

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Training | DPS User Satisfaction

Show: Survey | Friday, July 10, 2009 12:50:06 PM | Reports | Queries: *All TSPs | HELP

Customer Satisfaction Survey

Survey Id: 1-GXNMM | Date: 7/10/2009 12:46:25 PM | GBL #: AGFM0000184

Transportation Service Provider: AALCOTRANS, Inc. | SCAC: AAEK | Customer Name: John Doe

Section I : The Origin Personal Property Office (i.e., PPSO or PPSO)

*1: Evaluate the service provided by the Government (e.g., initial contact, ease in contact, appointment, etc.)

Excellent (60 Points)

*2: Evaluate how well the personal property service was provided at origin such as:

Good (15 Points)

*3: Evaluate how well the personal property service was provided at origin such as:

Excellent (20 Points)
Good (15 Points)
Satisfactory (10 Points)
Poor (5 Points)
Unsatisfactory (0 Points)

*4: Evaluate how satisfied you were with the transportation service provided at origin such as:

*5: Evaluate services provided at origin such as:

*6: Evaluate how satisfied you were with the transportation service provided at destination:

*7: Evaluate services provided at destination:

Section II : The Transportation Service Provider (i.e., TSP)

*8: Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact to delivery, including any follow-up.

Excellent (40 Points)

Section III : The Destination Personal Property Office (i.e., PPSO or PPSO)

*9: Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact to delivery, including any follow-up.

Excellent (40 Points)

*10: Evaluate how satisfied you were with the destination Personal Property Office that may have assisted you in arranging the delivery of your household goods (e.g., ease in contact, customer service, and answering questions). If you were not in contact with, or did not use the destination Personal Property Office, please answer "Not Applicable"

Excellent (100 Points)

Section IV : Quality of Life

*11: Did your command allow you enough time at origin and destination to schedule and coordinate your move?

Y

*12: Do you plan to file a claim for loss or damage? (Your answer to this question will not affect your ability to file a claim later against your shipment)

N

Do you authorize the Transportation Service Provider, i.e., the mover, to contact you regarding your survey?

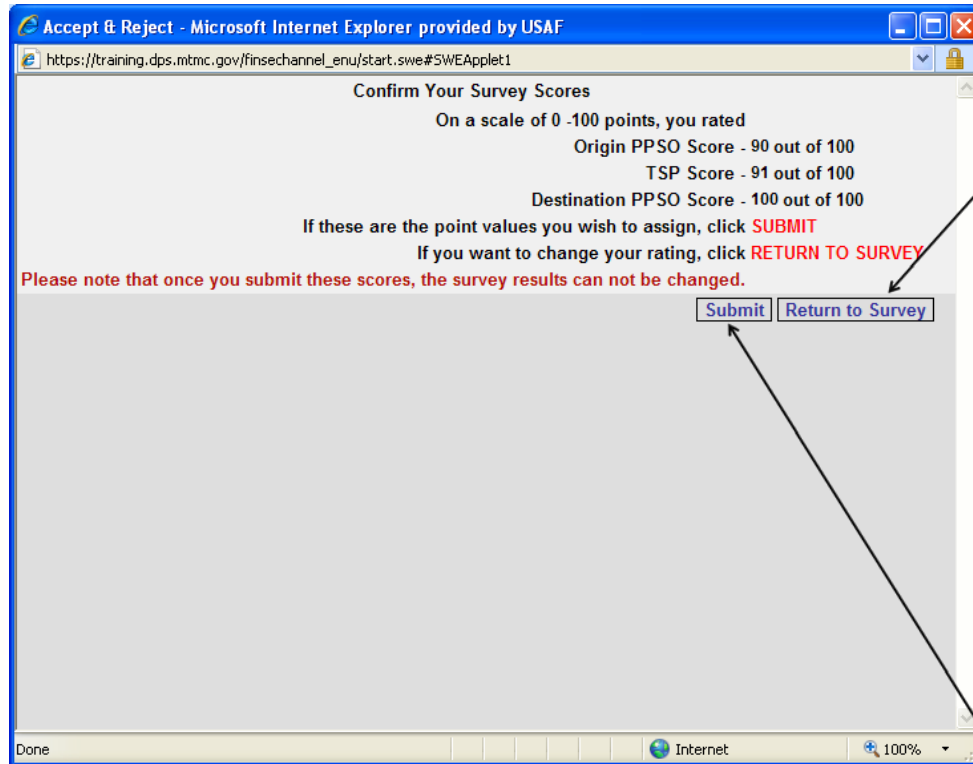
Y

Do you authorize the Personal Property Office to contact you regarding the survey?

Y

Calculate Scores **Cancel**

Completing the CSS



After completing the CSS, DPS will request a confirmation before submitting your scores. On this confirmation screen you will be able to see how you've scored each section for your shipment.

If you feel this is incorrect, click the **Return to Survey** button to change any of your answers.

If you are satisfied with the final scores, then click the **Submit** button.

Completing the CSS

Congratulations! You've completed your CSS and DPS move. From this "Thank You" screen you'll have the option to provide additional feed back (free text for your comments). If you wish to provide Feedback, scroll down to the "Feedback" section and complete as appropriate. If you do not wish to provide Feedback, click "Return to Home Page".

DPS - Test - 1.4.07.751 - V4 - Windows Internet Explorer

https://dpctest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sns=1

File Edit View Favorites Tools Help

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies Home Site Map Log Out

Home Self Counseling Shipment Management Customer Surveys Customer Satisfaction Survey (CSS) Claims Consignment Guide Training DPS

Show: Survey Tuesday, September 06, 2011 4:23:15 PM Reports Queries: *All TSPs HELP

Thank you for completing this survey regarding the shipment of your personal property.
If you wish to provide additional feedback to the Origin PPSO, Transportation Service Provider, Destination PPSO and/or the Survey Administrator, please scroll down to the Feedback section

[Return to Home Page](#)

Customer Satisfaction Survey

*Survey Id: 1-1CFY1 *Date: 9/6/2011 04:18:45 PM GBL #: AGFM0000679

Transportation Service Provider: AAAA FORWARDING, INC. SCAC: AAAA Customer Name: apha asdfg

Section I : The Origin Personal Property Office (i.e., PPPO or PPSO)

*1 : Evaluate the service provided by the Government's origin Personal Property Office that assisted you with making the arrangements for your (e.g., initial contact, ease in contact, appointment availability, customer service, counseling, and answering questions).
Good (45 Points)

*2 : Evaluate how well the personal property shipment pick-up date arranged by the Government's origin Personal Property Office met your req
Good (15 Points)

*3 : Evaluate how well the personal property shipment delivery date arranged by the Government's origin Personal Property Office met your req
Good (15 Points)

Section II : The Transportation Service Provider (i.e., the movers)

Unclassified/FOUO-Privacy Act Applies

DPS - Test - 1.4.07.751 - V3 - Windows Internet Explorer

https://dpctest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sns=1

File Edit View Favorites Tools Help

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies Home Site Map Log Out

Home Self Counseling Shipment Management Customer Surveys Customer Satisfaction Survey (CSS) Claims Consignment Guide Training DPS

Show: Survey Tuesday, September 06, 2011 4:34:50 PM Reports Queries: *All TSPs HELP

Feedback

Thank you for taking time to provide feedback. Please enter a message for the recipient(s) you selected

Option 1 : I authorize the recipient (Transportation Service Provider, PPSO and/or Survey Administrator) to contact me regarding these comments

Option 2 : I do not authorize the recipient (Transportation Service Provider, PPSO and/or Survey Administrator) to contact me regarding these comments; however, please provide my shipment information and comments so the recipient may pinpoint areas of or areas for future improvements

Option 3 : I want to remain anonymous. I understand that no action will be taken as a result of these comments and I will not be contacted

Note : If you would like the same message to go to more than one recipient, you may copy and paste the text in each message block.
Thank You

You must click one of these options for each recipient

Message for Origin PPSO
Please limit your comments to 2600 Characters:

Feedback Authorization Option :

Unclassified/FOUO-Privacy Act Applies